

# TITLE VII OMBUDSMAN SERVICES

## DIVISION OF SENIOR CITIZENS

Bureau of Adult Protective Services



(671)735-7415 or (671)735-7421



[biba.seniorcitizens@dphss.guam.gov](mailto:biba.seniorcitizens@dphss.guam.gov)



130 University Drive, Suite 8 University Castle Mall,  
Mangilao Guam 96913

### Presentation Dates

- Tuesday, December 20, 2022, 10:00 AM  
Adult Day Care North (Wusstig)
- Friday, December 16, 2022, 10:00 AM  
Adult Day Care Central (Macheche)
- Thursday, December 15, 2022, 11:00 AM  
Adult Day Care South (Inalåhan)
- Friday, December 30, 2022, 10:00 AM  
St. Dominic's Senior Care Home(Barrigada)
- Friday, December 30, 2022, 9:00 AM  
Skilled Nursing Unit (Barrigada)
- Wednesday, December 21, 2022, 9:00 AM  
Guma Asusena (Tamuning)

### What is an Ombudsman?

- Is a person who visits the elderly who are...
  - 60 years and older
  - in nursing or long-term care home residents
- Enhances the quality of the elderlies' lives by hearing and resolving concerns advocating for their rights

### Can I talk to the Ombudsman in confidence or in private?

- Yes! The Ombudsman will not repeat your conversation to anyone unless you give permission to do so

### What can I talk to the Ombudsman about?

- Resident's Right
- Quality of Care
- Loss of personal items
- Conflicts with staff
- Financial matters
- Food likes and dislikes
- And other concerns

### How to contact the Ombudsman?

Please inquire with staff of the facility you are in on the schedule of the Ombudsman

- (671) 735-7421 or (671) 735-7415
- 130 University Drive, Suite 8 University Mall, Mangilao Guam 96913
- [biba.seniorcitizens@dphss.guam.gov](mailto:biba.seniorcitizens@dphss.guam.gov)